



## STATE OF MONTANA

### Wireless E9-1-1 Deployment

Currently, when 9-1-1 calls are made from wireless phones, the call may not be routed to the closest 9-1-1 center, and the call-taker doesn't receive the callback phone number or the location of the caller. This presents life threatening problems due to lost response time, if callers are unable to speak or don't know where they are, or if they don't know their wireless phone callback number or the call is dropped.

There are 3 phases that are referred to in implementing Wireless 9-1-1:

- **Phase 0** basic wireless 9-1-1 routes an emergency call to be answered by a call-taker at a public safety answering point (PSAP).
- **Phase I** is the first step in providing better emergency response service to wireless 9-1-1 callers. When Phase I has been implemented, a wireless 9-1-1 call will provide the PSAP with the wireless phone call back number. This is important in the event the cell phone call is dropped, However, Phase I still doesn't help call-takers locate emergency victims or callers.
- **Phase II** allows call-takers to receive both the caller's wireless phone number and their location information.

The Public Safety Services Office through the Department of Administration, for the State of Montana, has applied for a federal grant for the funding of this project.

For more information: <http://www.discoveringmontana.com/itsd/techmt/pssso.asp>



Public Safety Services Office

INFORMATION TECHNOLOGY SERVICES DIVISION

